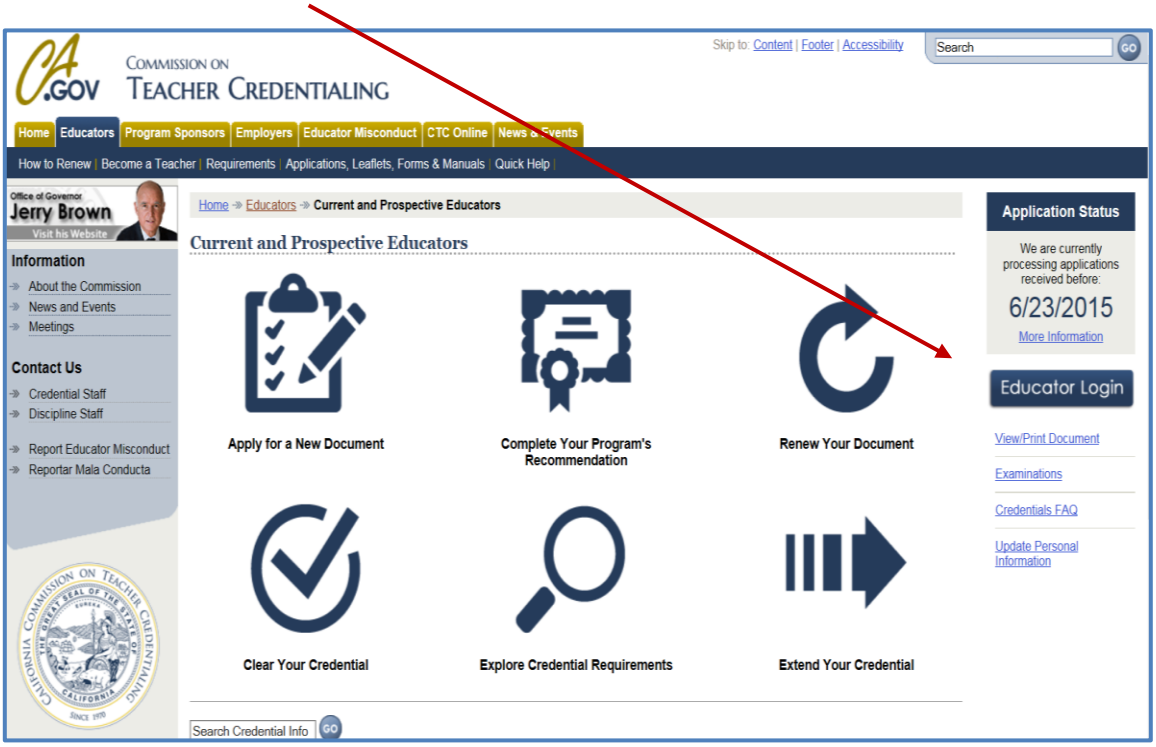
Check Your Status/Create or Change your Personal Profile

Your personal Educator Page allows you to complete recommendations from your program sponsor, and renew documents when required. You can also use your Educator Page to update your personal and contact information on file with the Commission. ***Name changes cannot be made online.*** *Submit Form 41-NC to change your name, Social Security Number, Individual Tax ID Number, or date of birth.*

1. Click the **Credentialing Information** navigation button

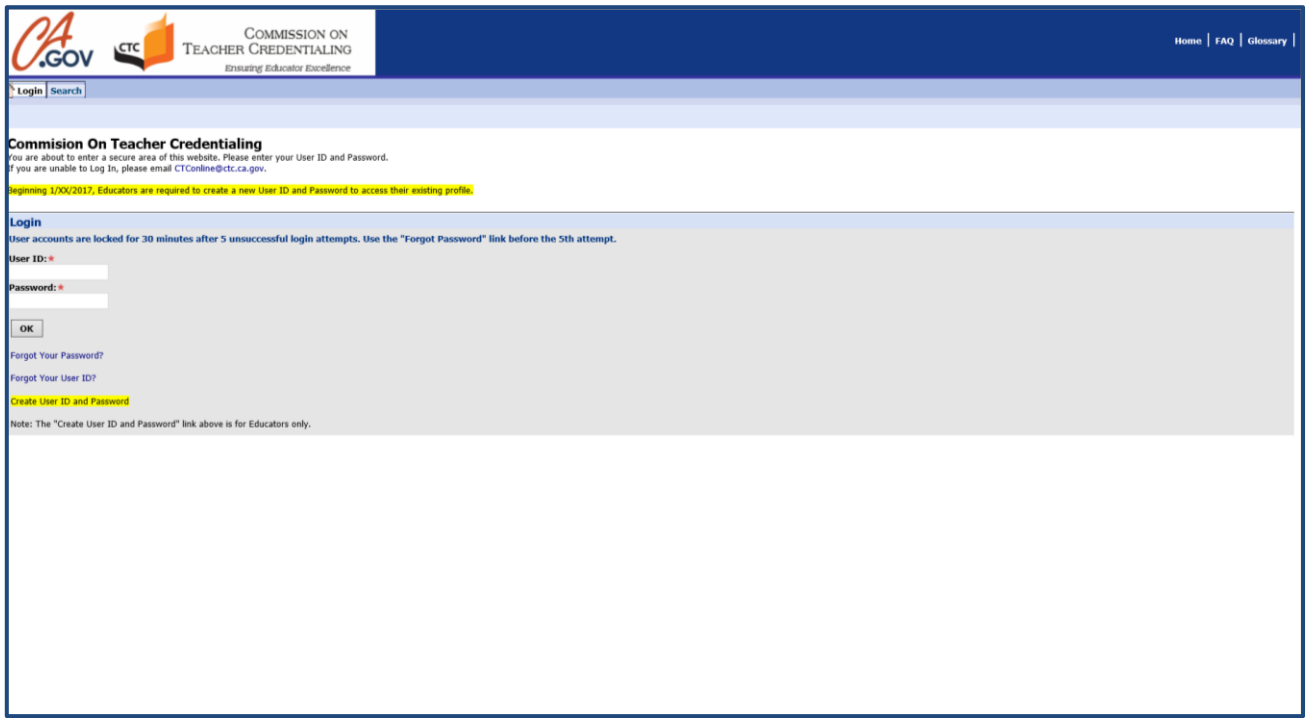
2. Select the **Educator Login** button to begin your application.



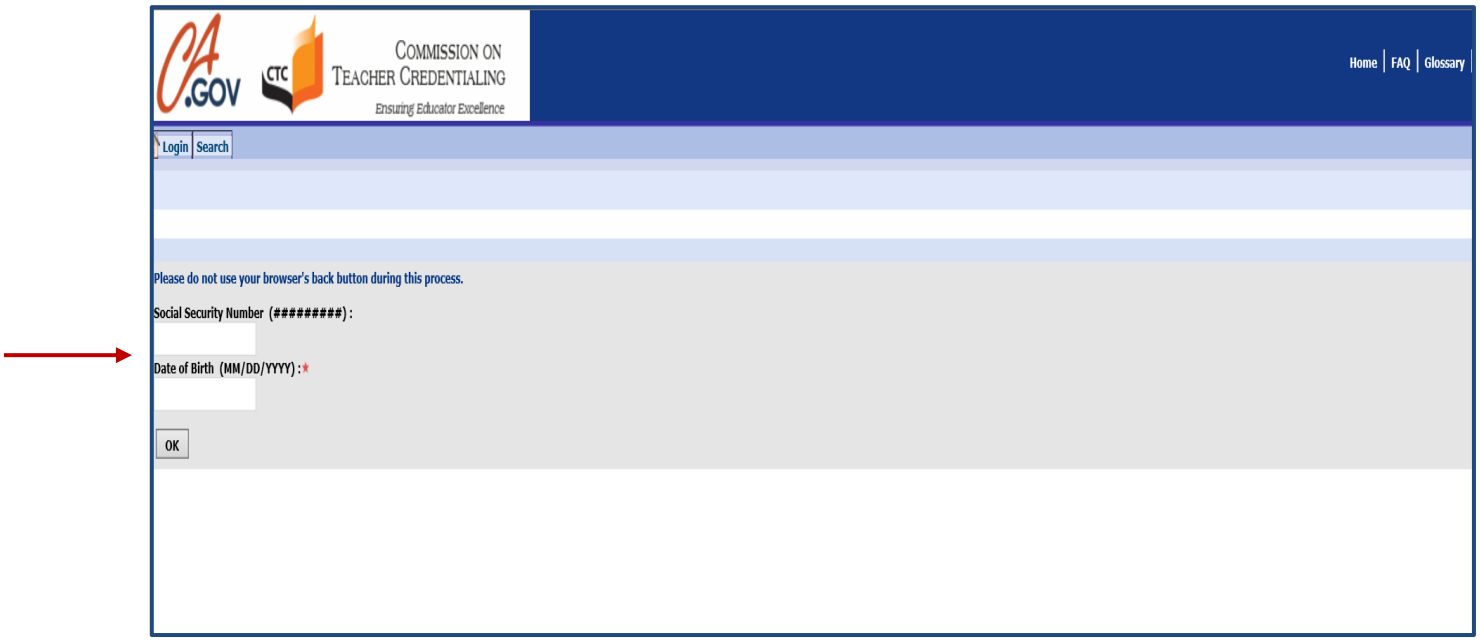
3. Create/log in to your personal profile on the secure Educator Page. The next screen will ask you to enter your User ID and Password.

NOTE: Effective 02/16/2017, you will not be able to access your file online directly with a Social Security number and Date of Birth. All users will be required to create a User ID and password first before accessing their CTC Online file.

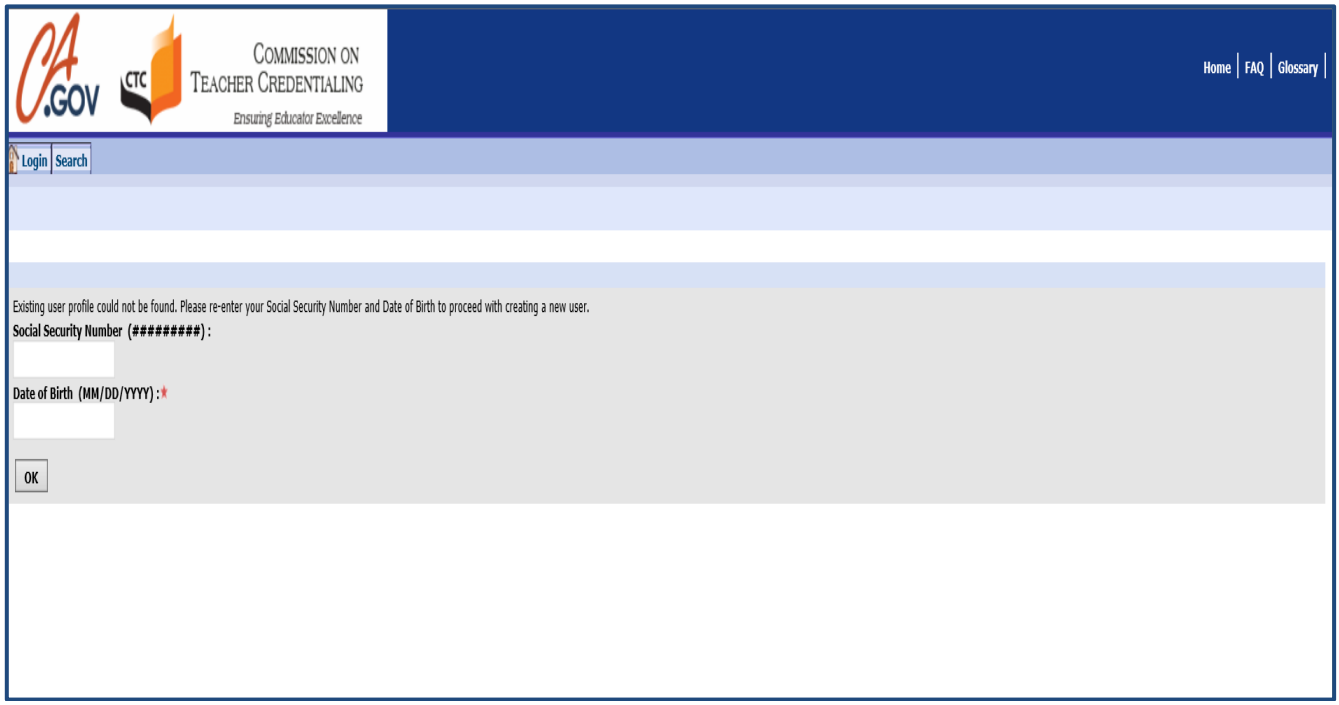
Users who have not yet completed this process must use the link "Create User ID and Password" (highlighted yellow in the sample below) to link to their online profile.



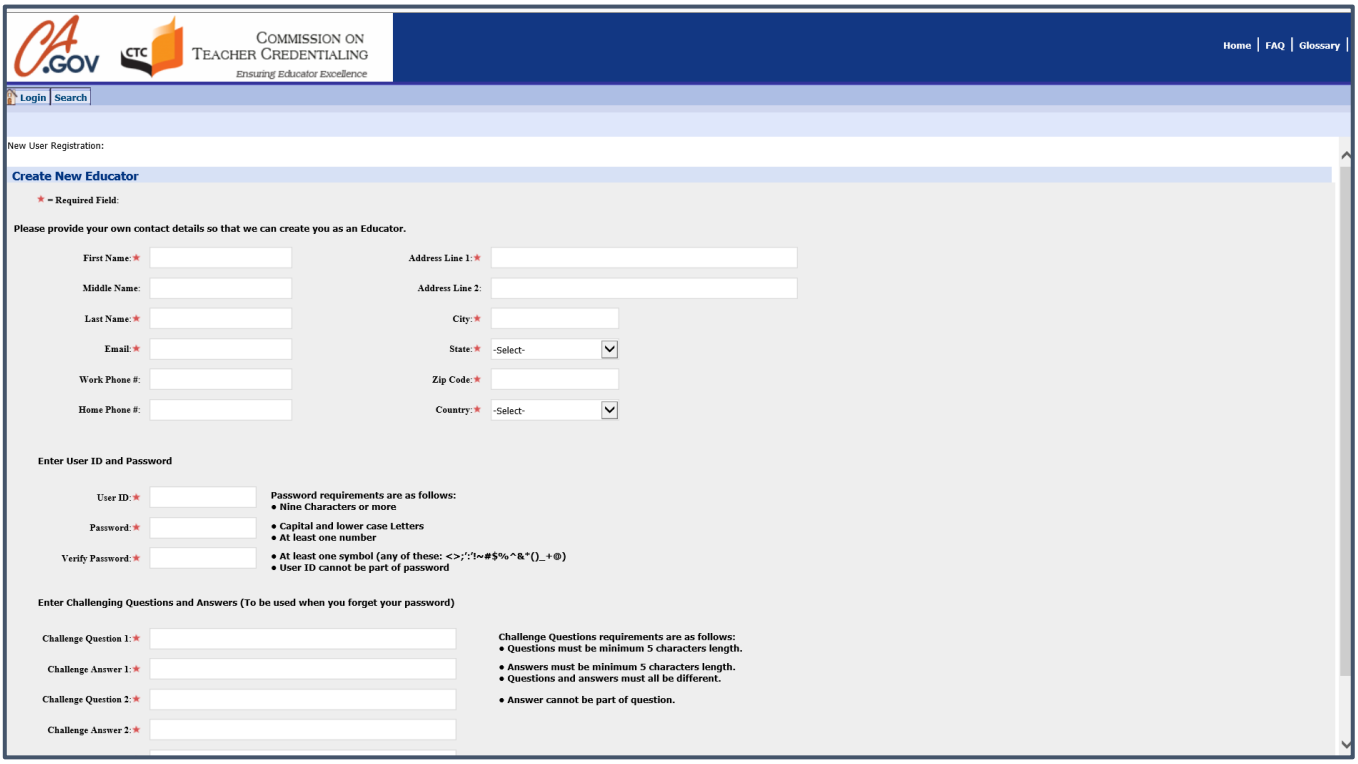
4. Enter your SSN and Date of Birth to begin creating your User ID and Password. Click OK. Do not use the "Enter" key on your device as it will not advance you to the next step.



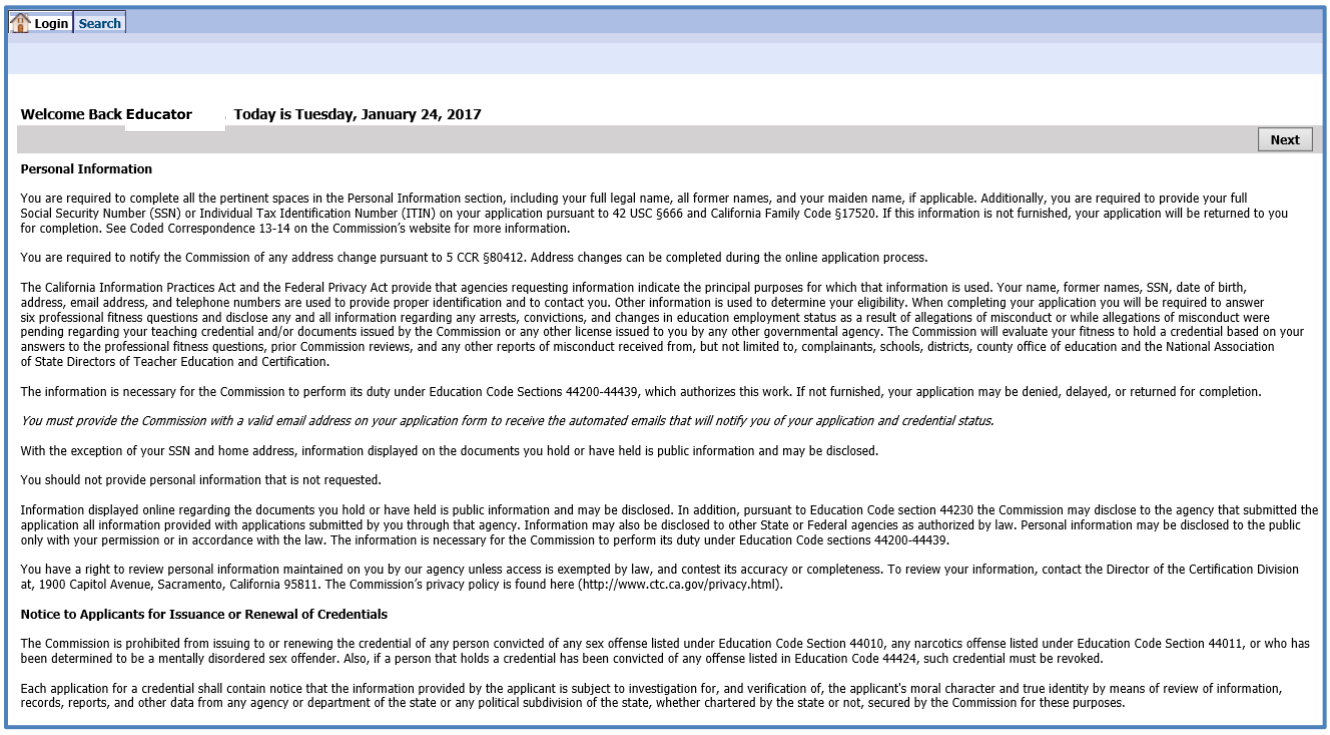
If this is your first time submitting an application to the Commission and using CTC online, you will be prompted to enter this information twice. You will see the message on the screen *"Existing user profile could not be found. Please re-enter your Social Security Number and Date of Birth to proceed with creating a new user."*



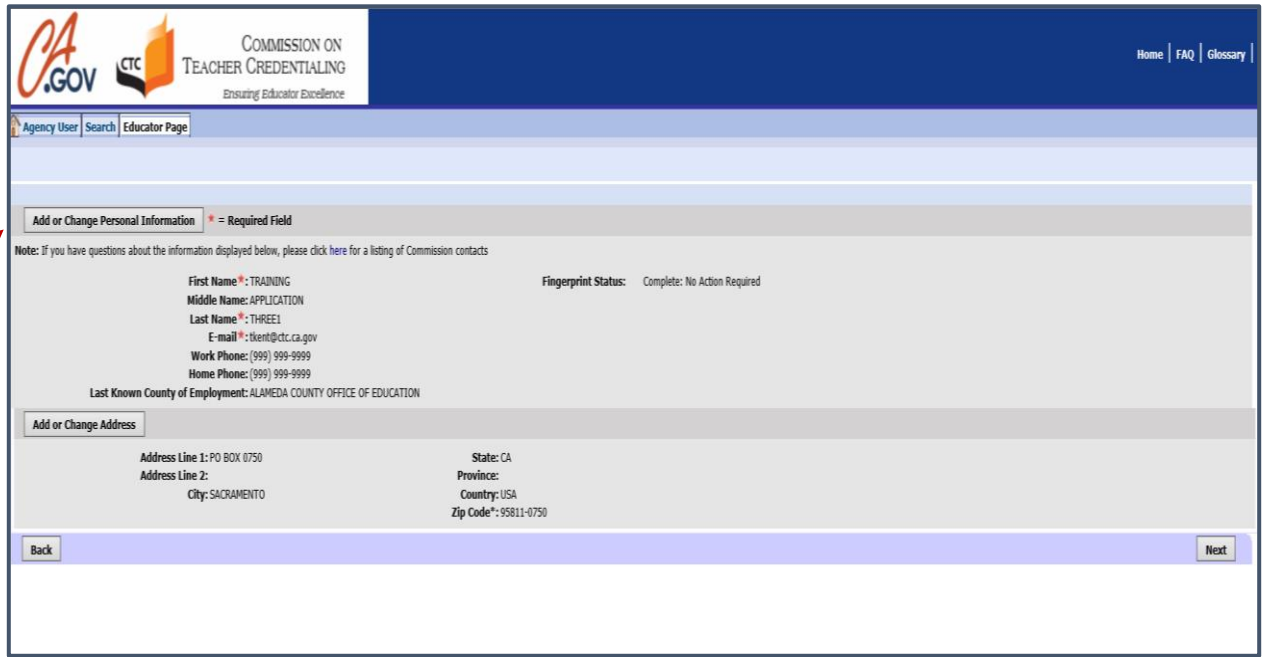
5. If you are a new user, you will see the next screen. Enter your personal information including your selection of a User ID and Password, and create 3 Challenge Questions and Answers that can be used to verify your account if your ID or Password should be lost. **You must include a current valid email address in your profile as this is how password recovery information and other important correspondence regarding your file will be distributed.** If you already have a credential file in CTC Online, you will still be required the first time through the new system to create a User ID, login, and challenge questions.



6. After creating your User ID and Password you will be directed back to the login screen to use your new User ID and Password. After logging in, you will be shown the Commission's Personal Information legal disclaimer. Click Next in the upper right corner to proceed.

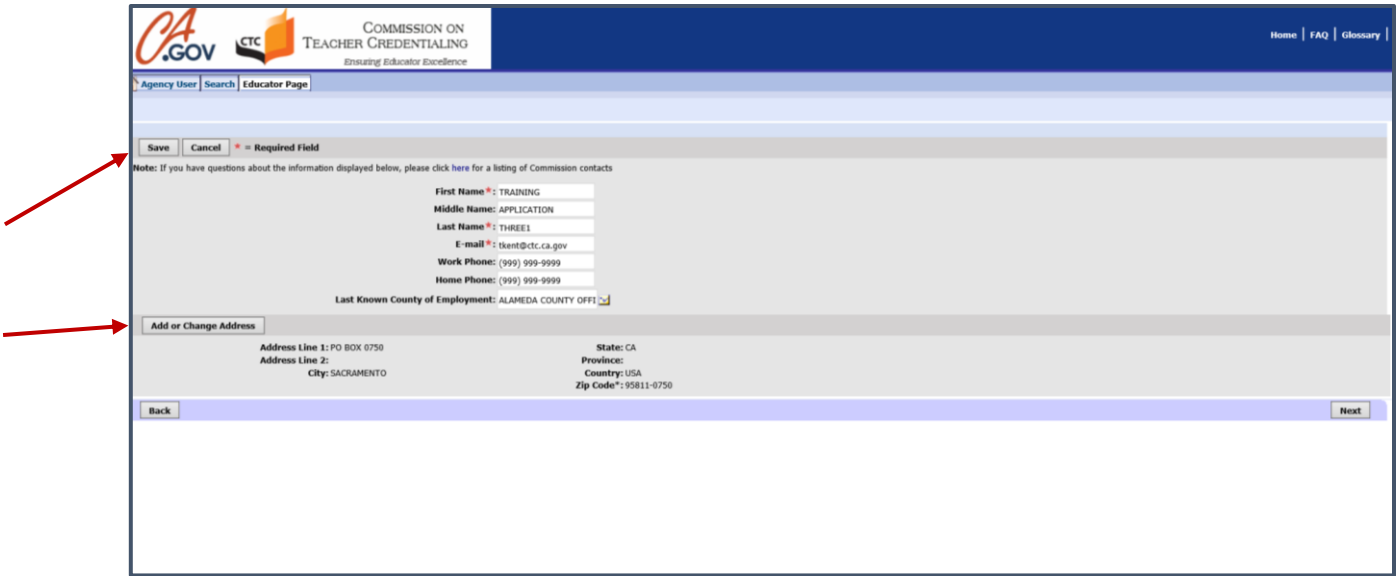


7. The screen below allows you to verify the information on your personal profile page. Click the "Add or Change Personal Information" button to update your file as needed. A profile created by the recommending agency may contain only the Last and First names and your email address.

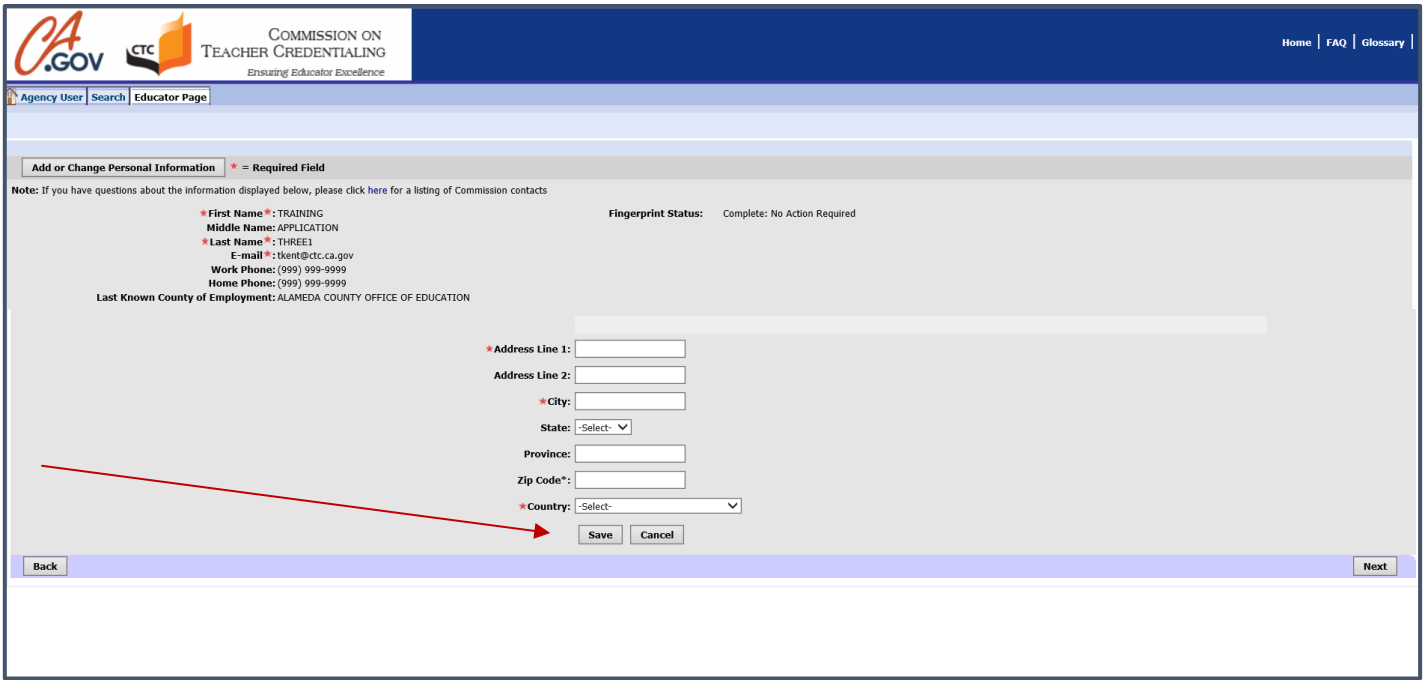


8. Enter your information in the appropriate fields. Select the pick applet on the right of the box to choose your County of Employment from a pop-up window. **You must select the "Save" button at the top before entering your address. Otherwise, you will lose all changes made.**

   Click on the “Add or change Address” button if you need to enter a new address or make address changes.

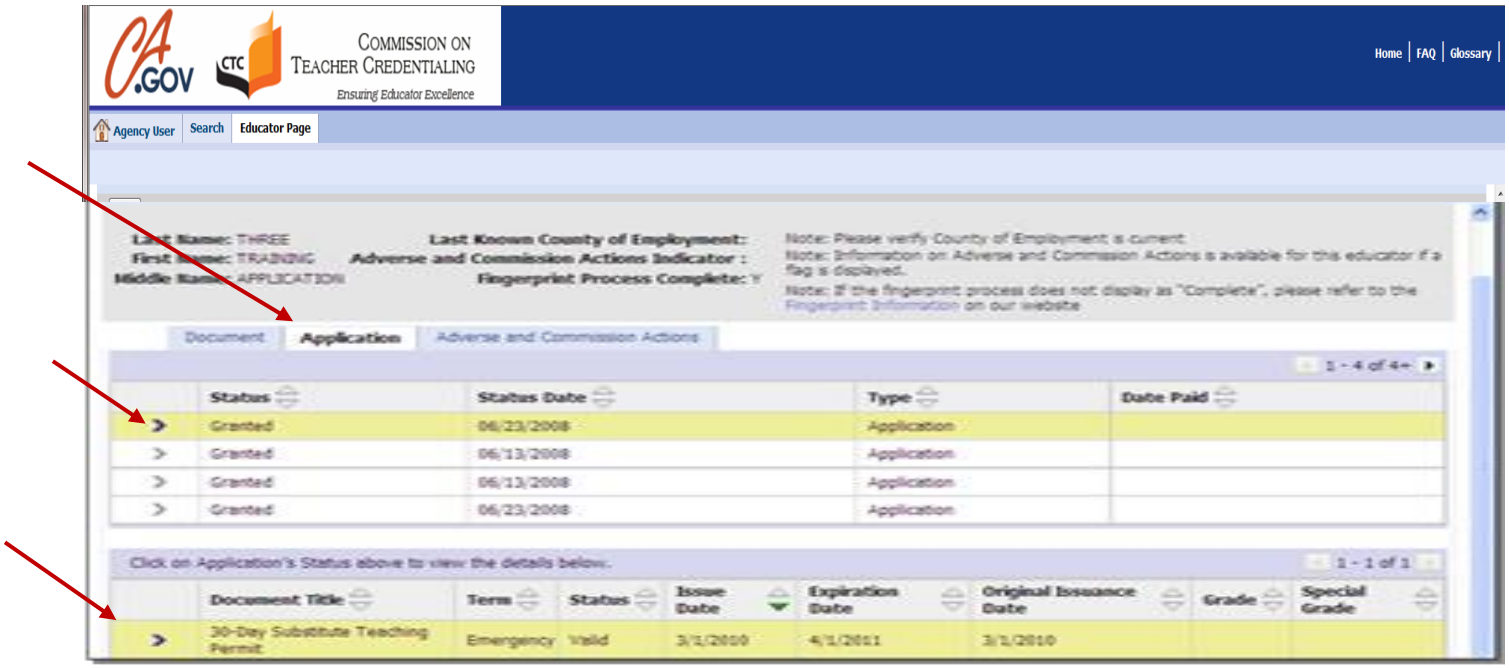
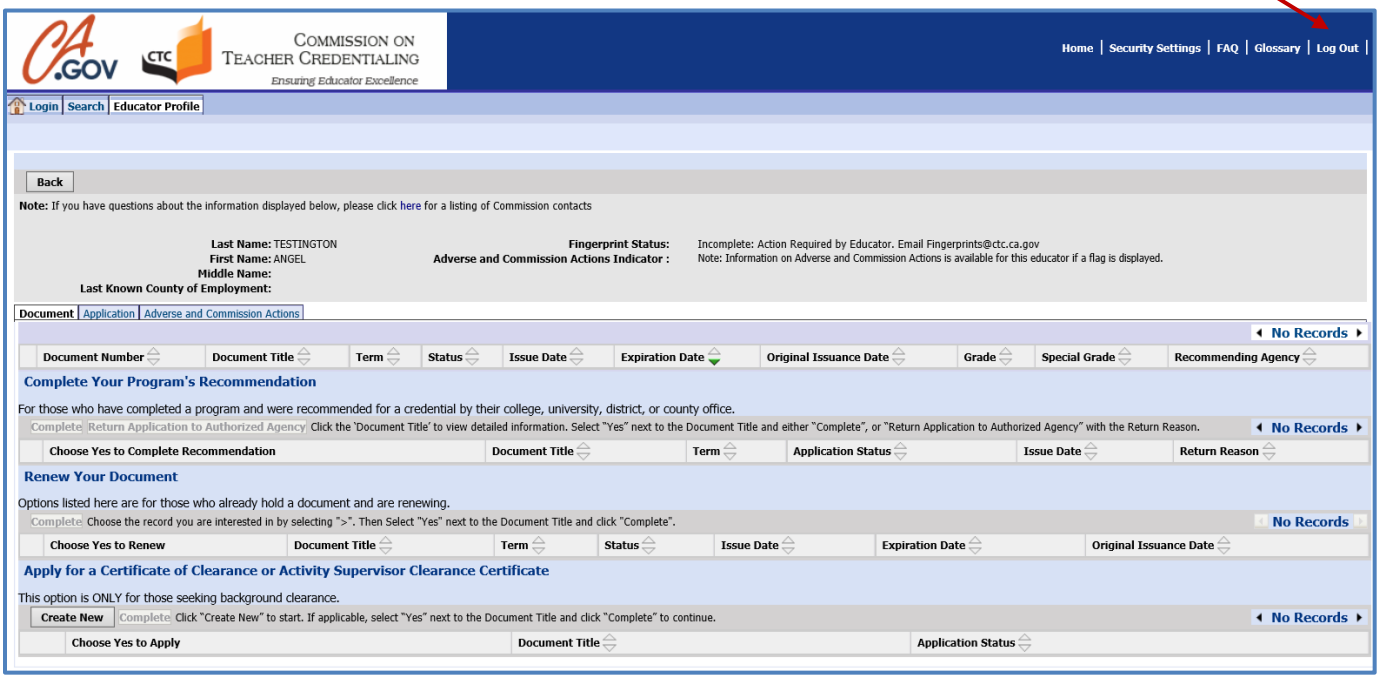


9. Enter your address information in the appropriate fields. **You must select the "Save" button at the bottom when done and before clicking “Next” to move forward. Otherwise, you will lose all changes made.**



10. This is the Educator Page. Click on the "Application" tab to see the status of any application submitted. Click on the small blue-gray arrow in the left-hand column to highlight a specific application.

    If an application has completed processing and has already been granted, the details of the selected document appear in the row below.



11. When finished with your Educator page, you can exit CTC Online using the “Log Out” link at the top of the page.